

Attorney's Docket:  
020431.0975

PATENT  
USSN 09/686,447

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

**RULE 116 AMENDMENT  
RESPONSE TO FINAL REJECTION**

Corres. and Mail  
**BOX AF**

In re Application of: Carolyn Faour, et al.  
Serial No.: 09/686,447  
Filing Date: October 10, 2000  
Confirmation No. 5064  
Group Art Unit: 2127  
Examiner: Nilesh R. Shah  
Title: *System and Method for Handling a Unit of Work*

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Technology Center 2100

**Mail Stop AF**  
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*Willie Jiles*

Willie Jiles

Date: July 20, 2004

Dear Sir:

**Response pursuant to 37 C.F.R. § 1.116**

In response to the final Office Action mailed May 20, 2004, Applicants respectfully request the Examiner to reconsider the claims in view of the following remarks.